

E-01345A-10-0262



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**ORIGINAL**

**ARIZONA CORPORATION COMMISSION**

**UTILITY COMPLAINT FORM RECEIVED**

**Investigator:** Carmen Madrid

**Phone:**

2010 JUL 12: 29

**Priority:** Respond Within Five Days

AZ CORP COMMISSION  
DOCKET CONTROL

**Opinion**      **No.** 2010      **87847**

**Date:** 7/13/2010

**Complaint Description:**      19C Other - Company Policy/Procedures  
N/A Not Applicable

**First:**

**Last:**

**Complaint By:**      **Mary & William**

**Goodman**

**Account Name:**      Mary & William Goodman

**Home:** (000) 000-0000

**Street:**

**Work:** (000) 000-0000

**City:**      Salome

**CBR:**

**State:**      AZ      **Zip:** 85348

**is:**

Arizona Corporation Commission  
**DOCKETED**

JUL 14 2010

**Utility Company:**      **Arizona Public Service Company**

**Division:**      Electric

**Contact Name:**      For assignment

**Contact Phone:**

DOCKETED BY

**Nature of Complaint:**

\*\*\*\*\*RECEIVED THROUGH COMMISSIONER STUMP'S OFFICE\*\*\*\*\*

Docket # E-01345A-10-0262

Commissioners,

My husband and I started working with Salt River Solar & Wind, LLC in March of this year to install solar power to supply our home. We signed a contract in April, got our letter of reservation sent to APS in May. We understood our solar power installation should be completed no later than August of this year. We contracted for the sum of \$87,758.00 before the rebate from APS of \$38,055.00 ( at the rate of \$3.00/Watt DC-STC), a home improvement loan of \$25,000 and have paid \$ 7,000.00 out of our pocket so far. We have been making payments on a loan as well as paying our electric bill since April of this year.

Then APS shut off rebate funding until July 2, 2010 with no prior notification, We contacted APS and were told their web site had the information on it. We have searched their web site and can find no mention of rebate funding changes. Now, today we were informed we will be on hold until October of 2010 as we didn't make the rebate funding schedule for this round.

We have just been contacted by Western Field Services to schedule an inspection date to make sure the funds we borrowed are being used as contracted for. We have nothing to show them except our plans, a bank loan holding our home and property, and correspondence showing we have no set date for beginning construction or finish date. We are applying for an extension, but when that runs out what are we to do?

We had to sign a contract with Salt River Solar and Wind to obtain a bank loan to obtain the APS rebate. Now we have an added expense of a mortgage on our property and home, no date or guarantee we will have solar power as APS will not give the rebate if we install the system prior to the rebate as the equipment will be "used" in APS's words. We also have no indication of when we will be receiving a rebate, if ever. We get the feeling

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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somewhere we may have been scammed, but by whom? Salt River Solar has guaranteed us they will honor the contract, but if we install before the rebate there will be no rebate and Salt River eats the loss.

So here we sit paying a mortgage, electric charges, and are no closer to our solar system. We are retired and on a limited income. This was a big expenditure for us.

This situation should not have been allowed to happen. We talked to the APS "Green Team" before signing the contract and were assured the funding was available. APS made no mention of a letter of reservation at this time.

What is the Corporation Commission doing to protect people who wish to install solar power? We and others need better protection than we have received so far. As Commissioners it is your job to protect us from such things happening. As registered voters of Arizona we are not happy with the situation and will not hesitate to voice our displeasure to others. We know there are other people in the same situation. We would appreciate you investigating and helping to resolve the matter.

We request that our letter become part of the records under docket # E-0 1345 A- 10-0262.

Thank you for your time.

Sincerely,  
Mary and William Goodman

7/12/2010

\*End of Complaint\*

### **Utilities' Response:**

### **Investigator's Comments and Disposition:**

7/13/10 opinion noted and filed in Docket No. E-01345A-10-0262. closed

\*End of Comments\*

**Date Completed:** 7/13/2010

**Opinion No.** 2010 - 87847

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